

The Americans with Disabilities Act

PARATRANSIT

resource guide

FOR THE SAN FRANCISCO BAY AREA



Americans with Disabilities Act

PARATRANSIT RESOURCE GUIDE

FOR THE SAN FRANCISCO BAY AREA

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METROPOLITAN TRANSPORTATION COMMISSION

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Introduction

Public transit operators within the nine-county San Francisco Bay Area offer a wide variety of transportation choices, including bus, ferry, and rail services. Operators ensure that these systems comply with the provisions of the Americans with Disabilities Act (ADA) by equipping their vehicles with wheelchair lifts or ramps, and making voice announcements of stops and stations. Such improvements make fixed-route services accessible and usable by many people with disabilities, including those with mobility and vision impairments (see “Using Local Transit Services” on page 41).

Paratransit services are also an important and vital component of the Bay Area’s regional transportation system. For people whose disabilities prevent them from using regularly scheduled transit services (also called fixed-route services), each local transit operator provides paratransit services that are comparable to the fixed-route services in the area.

The Metropolitan Transportation Commission (MTC)—the transportation planning, coordinating and financing agency for the Bay Area—developed this Bay Area ADA Paratransit Guide to provide information about ADA paratransit services. It’s intended as a starting point in planning trips. Please contact the local paratransit provider directly for more information and to arrange a trip.

PARATRANSIT SERVICES OFFERED

Paratransit is specialized transportation provided by taxis, cars or accessible vans for people with disabilities who

meet the eligibility requirements established by the ADA. Drivers will assist customers from the door of their pick-up location and into the paratransit vehicle, and from that vehicle to the door of their destination.

Although each paratransit provider has unique service characteristics, ADA paratransit services are available for any purpose and there is no limit on the number of trips an ADA-eligible person may take. Often, passengers who need to schedule trips on a routine basis may request subscription service for regularly scheduled rides such as a weekly grocery store trip.

Paratransit may also be used for connections with fixed-route service by people who are able to use bus, rail or ferry services, but whose disabilities prevent independent travel to or from bus stops or train and ferry stations.

ADA PARATRANSIT ELIGIBILITY

Service will be provided to people whose temporary or permanent disability prevents their independent use of fixed-route services. Customers are eligible if they meet *one* of these three conditions:

- They are unable to independently board or disembark, identify the correct vehicle or stop, maintain balance on a vehicle, understand directions needed to complete a trip, wait five minutes at a stop, or perform any of the usual tasks associated with using public transit.
- There are no accessible services at the stop the applicant uses (for example, someone needs lift-assisted boarding, but the bus lift can't be deployed at the stop that person uses).
- The applicant can't travel independently to or from the bus or rail stop they use.

SIGNING UP FOR PARATRANSIT

To qualify for ADA paratransit services in the Bay Area, individuals must apply for certification with their local transit operator (see “Using Local Transit Services” for a list). In this region, all of the transit operators use the same eligibility process. Once certified, individuals may use any of the ADA paratransit services listed in this guide.

ATTENDANTS AND COMPANIONS

Personal care attendants may usually travel with the customer at no additional charge; customers’ need for attendants will be established when they enroll. Companions who wish to travel with a customer will usually be charged. Customers may use mobility devices and may be accompanied by service animals at no additional charge.

TRAVELING BETWEEN AREAS ON LONG TRIPS

Paratransit users may travel from one local transit operator’s service area to another, within the Bay Area. Depending on arrangements between operators, some paratransit providers will provide direct service to and from a destination in an adjacent area. Other operators require a transfer to the connecting provider.

Interagency trip arrangements usually begin with the local paratransit provider. However, people traveling to and from San Francisco must contact the paratransit provider in the connecting service area (for example, someone traveling from San Francisco to Oakland should contact East Bay Paratransit Consortium in Alameda County). You’ll find information about travel between specific counties at the beginning of each county section.

VISITORS CAN USE PARATRANSIT

Anyone visiting the Bay Area who has received ADA eligibility through their “home” transit operator is eligible for ADA paratransit service in the Bay Area. Disabled visitors who have not received ADA eligibility should contact the transit operator in the county they are visiting to receive visitor riding information. The local transit operator can provide more information about accessible transportation services in the area.

OTHER TRANSPORTATION SERVICES FOR SENIORS

The Bay Area also offers a variety of local and service-based transportation programs that may serve people who need assistance but who do not qualify under ADA regulations. They are often sponsored by churches or other faith-based organizations, hospitals and local government. These include dial-a-ride, elderly and disabled dial-a-ride, and medical transportation services. For more information, contact your local paratransit provider or the Paratransit Coordinating Council representative in each of the nine Bay Area counties (see list in “Additional Resources”).

MORE INFORMATION AVAILABLE

You can find more information about both paratransit and fixed-route service from TravInfo™ at **817-1717 (817-1718** for hearing impaired who use TDD/TTY devices). The phone number is available 24 hours a day, with direct connections to transit and paratransit operators during their business hours. No area code is needed when dialing within the Bay Area; however a toll charge may apply.

Or go to **www.transitinfo.org** to link to agencies and view information online.

Quick Reference Guide of Paratransit Providers

Quick Reference Guide of Paratransit Providers

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
Alameda	ALAMEDA	East Bay Paratransit Consortium	13
Albany	ALAMEDA	East Bay Paratransit Consortium	13
American Canyon	NAPA	VINE Go for ATC/Vancom Napa Paratransit & Vallejo Run About	23, 35
Antioch	CONTRA COSTA	Tri Delta Transit for Eastern Contra Costa Transit Authority	18
Atherton	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Belmont	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Belvedere	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Benicia	SOLANO	Benicia Dial-A-Ride for Benicia Transit	31
Berkeley	ALAMEDA	East Bay Paratransit Consortium	13
Brentwood	CONTRA COSTA	Tri Delta Transit for Eastern Contra Costa Transit Authority	18
Brisbane	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Burlingame	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Calistoga	NAPA	VINE Go for ATC/Vancom Napa Paratransit	23

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
Campbell	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Clayton	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Cloverdale	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38
Colma	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Concord	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Corte Madera	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Cotati	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38
Cupertino	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Daly City	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Danville	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Dixon	SOLANO	DART for Fairfield-Suisun Transit	32
Dublin	ALAMEDA	WHEELS Dial-A-Ride for Livermore Amador Valley Transit	15
East Palo Alto	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
El Cerrito	CONTRA COSTA	East Bay Paratransit Consortium	13
Emeryville	ALAMEDA	East Bay Paratransit Consortium	13

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
Fairfax	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Fairfield	SOLANO	DART for Fairfield-Suisun Transit	32
Foster City	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Fremont	ALAMEDA	East Bay Paratransit Consortium	13
Gilroy	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Half Moon Bay	SAN MATEO	Coastside Opportunity Center for San Mateo County	27
Hayward	ALAMEDA	East Bay Paratransit Consortium	13
Healdsburg	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38
Hercules	CONTRA COSTA	WestCAT for Western Contra Costa Transit Authority	19
Hillsborough	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Lafayette	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Larkspur	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Livermore	ALAMEDA	WHEELS Dial-A-Ride for Livermore Amador Valley Transit	15
Los Altos	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Los Altos Hills	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
Los Gatos	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Martinez	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Menlo Park	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Mill Valley	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Millbrae	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Milpitas	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Monte Sereno	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Moraga	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Morgan Hill	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Mountain View	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Napa	NAPA	VINE Go for ATC/Vancom Napa Paratransit	23
Newark	ALAMEDA	East Bay Paratransit Consortium	13
Novato	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Oakland	ALAMEDA	East Bay Paratransit Consortium	13
Orinda	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
Pacifica	SAN MATEO	Coastside Opportunity Center for San Mateo County	27
Palo Alto	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Petaluma	SONOMA	Petaluma People Services for Petaluma Transit	37
Piedmont	ALAMEDA	East Bay Paratransit Consortium	13
Pinole	CONTRA COSTA	WestCAT for Western Contra Costa Transit Authority	19
Pittsburg	CONTRA COSTA	Tri Delta Transit for Eastern Contra Costa Transit Authority	18
Pleasant Hill	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Pleasanton	ALAMEDA	WHEELS Dial-A-Ride for Livermore Amador Valley Transit	15
Portola Valley	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Redwood City	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Richmond	CONTRA COSTA	East Bay Paratransit Consortium	13
Rio Vista	SOLANO	DART for Fairfield-Suisun Transit	32
Rohnert Park	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38
Ross	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
San Anselmo	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
San Bruno	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
San Carlos	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
San Francisco	SAN FRANCISCO	San Francisco Muni	25
San Jose	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
San Leandro	ALAMEDA	East Bay Paratransit Consortium	13
San Mateo	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
San Pablo	CONTRA COSTA	East Bay Paratransit Consortium	13
San Rafael	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
San Ramon	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Santa Clara	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Santa Rosa	SONOMA	Volunteer Wheels for Santa Rosa CityBus	39
Saratoga	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Sausalito	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Sebastopol	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38
Sonoma	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38

CITY	COUNTY	PARATRANSIT PROVIDER	PAGE
South San Francisco	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
St. Helena	NAPA	VINE Go for ATC/Vancom Napa Paratransit	23
Suisun City	SOLANO	DART for Fairfield-Suisun Transit	32
Sunnyvale	SANTA CLARA	OUTREACH for Santa Clara Valley Transportation Authority	29
Tiburon	MARIN	Whistlestop Wheels for Marin County Transit District & Golden Gate Bridge, Highway & Transportation District	21
Union City	ALAMEDA	Union City Paratransit for Union City	14
Vacaville	SOLANO	Special Services for Vacaville City Coach	33
Vallejo	SOLANO	Vallejo Run About/Benicia Dial-A-Ride for Benicia Transit	35
Walnut Creek	CONTRA COSTA	County Connection LINK for Central Contra Costa Transit Authority	17
Windsor	SONOMA	Sonoma County Paratransit Operated by Volunteer Wheels	38
Woodside	SAN MATEO	Redi-Wheels for San Mateo County Transit District	28
Yountville	NAPA	VINE Go for ATC/Vancom Napa Paratransit	23

Alameda County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Info (510) 287-5000
Reservations (510) 287-5040
Fax (510) 628-0719
TDD (510) 287-5065

East Bay Paratransit Consortium for Alameda-Contra Costa Transit (AC Transit) and Bay Area Rapid Transit (BART)

1720 Broadway • Suite 310 • Oakland, CA 94612

RESERVATION HOURS

Monday - Friday: 7:00 a.m. - 7:00 p.m.
Saturday & Sunday: 7:00 a.m. - 7:00 p.m.
Cut-off time for reserving next day service is 5:00 p.m.

HOURS OF SERVICE

Service hours varies by time of day.

SERVICE AREA

The service area includes the communities served by AC Transit in the East Bay, as well as the City and County of San Francisco for trips to or from the East Bay. Service area varies by time of day and is available within 3/4 of a mile of an operating bus route or radius of a BART station.

OTHER DESTINATIONS

Service to adjoining counties via transfer agreements with transit systems in those jurisdictions.

FARE

Range: 0 - 8 miles: \$2.25, 8 - 24 miles: \$4.50, 24+ miles: \$6.75
Note: An additional \$.80 will be charged for all transbay trips beginning or ending outside of a 3/4-mile radius from a San Francisco BART station.

METHOD OF PAYMENT

Cash or pre-paid ticket

Info (510) 675-5373
Reservations (510) 476-1500
Fax (510) 675-9885
TDD (800) 735-2929

Union City Paratransit for Union City Transit

34009 Alvarado-Niles Rd. • Union City, CA 94587
transit@ci.union-city.ca.us

RESERVATION HOURS

Monday - Sunday: 8:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 4:30 a.m. - 9:30 p.m.
Saturday: 7:00 a.m. - 7:30 p.m.
Sunday: 8:00 a.m. - 6:30 p.m.

SERVICE AREA

City of Union City

OTHER DESTINATIONS

For service to other East Bay cities, see East Bay Paratransit Consortium

FARE

\$1.75 one-way

METHOD OF PAYMENT

Cash or pre-paid ticket

Certification (925) 455-7565

Phone (925) 455-7510

Fax (925) 443-1375

TDD (800) 735-2929

WHEELS Dial-A-Ride for Livermore Amador Valley Transit Authority (LAVTA)

1362 Rutan Ct. • Suite 100 • Livermore, CA 94550

RESERVATION HOURS

Monday - Sunday: 8:00 a.m.- 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 5:00 a.m. - 1:00 a.m.

Saturday: 6:00 a.m. - 1:00 a.m.

Sunday & Holidays: 8:00 a.m.- 11:00 p.m.

SERVICE AREA

Cities of Livermore, Dublin and Pleasanton

OTHER DESTINATIONS

City of San Ramon for transfer to County Connection service. Transfer at BART for East Bay Paratransit

FARE

\$1.25 one-way

METHOD OF PAYMENT

Cash or pre-paid dial a ride ticket

Contra Costa County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Registration (925) 676-7500
Reservations (925) 938-7433
Fax (925) 687-3247
TDD (800) 735-2929

County Connection LINK for Central Contra Costa Transit Authority (CCCTA)

2477 Arnold Industrial Way • Concord, CA 94520

RESERVATION HOURS

Monday - Sunday: 8:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 6:00 a.m. - 10:00 p.m.
Saturday: 8:30 a.m. - 7:30 p.m. (in limited areas)
Sunday: 8:00 a.m. - 6:30 p.m. (in limited areas)

SERVICE AREA

Central Contra Costa County: Clayton, Concord, Danville, Lafayette,
Martinez, Moraga, Orinda, Pleasant Hill, San Ramon, Walnut Creek and
unincorporated areas of central county

OTHER DESTINATIONS

None

FARE

\$2.50 one-way

METHOD OF PAYMENT

Cash or pre-payment plan

Information (925) 754-6622
Reservations (925) 754-3060
Fax (925) 757-2530
TDD (925) 754-3695

Tri Delta Transit for Eastern Contra Costa Transit Authority

801 Wilbur Avenue • Antioch, CA 94509

RESERVATION HOURS

Monday - Sunday: 6:00 a.m. - 6:00 p.m.

HOURS OF SERVICE

Monday - Friday: 4:00 a.m. - 12:00 a.m.
Saturday: 6:30 a.m. - 12:00 a.m.
Sunday: 7:30 a.m. - 12:00 a.m.

ONE-WAY FARE RATES

Effective 7/1/02 \$1.00
Effective 7/1/03 \$1.50
Effective 7/4/04 \$2.00

TRANSFER TRIPS

Fare plus \$2.00 surcharge

SERVICE AREA

Cities of Antioch, Brentwood, Oakley and Pittsburg and unincorporated
areas of eastern Contra Costa County

METHOD OF PAYMENT

Cash or pre-paid ticket

Info (510) 724-7993
Reservations (510) 724-7433
Fax (510) 724-5551
TDD (800) 735-2929

WestCAT for Western Contra Costa Transit Authority

601 Walter Avenue • Pinole, CA 94564
www.westcat.org

RESERVATION HOURS

Monday - Friday: 6:00 a.m. - 6:30 p.m.
Saturday: 8:30 a.m. - 5:30 p.m.

HOURS OF SERVICE

Monday - Friday: 6:00 a.m. - 8:00 p.m.
Saturday: 9:00 a.m. - 7:00 p.m.

SERVICE AREA

Crockett, Hercules, Pinole, Port Costa, Rodeo and unincorporated
Montara Bay

OTHER DESTINATIONS

Service to Martinez

FARE

\$1.00 one-way, \$2.50 Martinez

METHOD OF PAYMENT

Cash or pre-paid ticket

Marin County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Phone (415) 454-0964, (800)454-0964

Info (415) 457-4630

Fax (415) 454-1493

TDD (415) 457- 4630

Whistlestop Wheels for Marin County Transit District and Golden Gate Bridge, Highway & Transportation District (Golden Gate Transit)

930 Tamalpais Ave. • San Rafael, CA 94903

www.thewhistlestop.org

info@thewhistlestop.org

RESERVATION HOURS

Monday - Sunday: 8:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Sunday: 5:00 a.m. - 12:00 a.m.

SERVICE AREA

Local trips within Marin County (Marin County Transit District)

OTHER DESTINATIONS

Intercounty service between Marin, Sonoma, San Francisco and Contra Costa counties (Golden Gate Bridge, Highway and Transportation District)

FARE

Local: \$1.25 one-way

Intercounty: Varies by distance

METHOD OF PAYMENT

Cash

Napa County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Phone (707) 252-2600
Fax (707) 253-4966
TDD (707) 254-1041

VINE Go for ATC/Vancom – Napa Paratransit

691 Lincoln St. • Napa, CA 94559

RESERVATION HOURS

Monday – Friday: 6:30 a.m. – 7:30 p.m.
Saturday: 8:00 a.m. – 6:00 p.m.

HOURS OF SERVICE

Monday – Friday: 6:20 a.m. – 8:00 p.m.
Saturday: 7:30 a.m. – 7:00 p.m.
Sunday: 9:00 a.m. – 5:00 p.m.
(in cities/towns of Napa, City of Calistoga, City of
Yountville, and City of St. Helena)

SERVICE AREA

Within Napa County and to the city of Vallejo within 3/4 of a mile of Napa's
fixed-route service

FARE

Varies by distance (range: \$1.00 – \$4.00)

METHOD OF PAYMENT

Cash, check, prepaid ticket, or scrip (Sundays only)

County of San Francisco

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

San Francisco Paratransit Broker (atc/intelitrans) for San Francisco Municipal Railway (MUNI)

1449 Webster Street • San Francisco, CA 94115

www.sfparatransit.com

Muni Accessible Services

949 Presidio Avenue, Room 150A • San Francisco, CA 94115

www.sfmuni.com

You must be ADA certified and registered for the program with the S.F. Paratransit Broker prior to making travel arrangements with transportation providers.

SERVICE AREA

City of San Francisco and Northern San Mateo County (Daly City area)

TAXI SERVICE (RAMP TAXI)

On-Call Ramp Taxi	(wheelchair accessible; scrip needed)
Yellow Ramp Taxi	(415) 282-3737
Town Ramp Taxi	(415) 546-1888
Luxor Ramp Taxi	(415) 282-6684

PRE-SCHEDULED VAN SERVICE

MV Transportation	(415) 468-4300
Shanti	(415) 674-4711
Trans Metro Express	(415) 221-5961

RESERVATION HOURS

ADA Access and Lift-Van: 8:00 a.m. - 5:00 p.m., 7 days per week

Taxi: 24 hours per day, 7 days per week

FARES

(subject to change; please call for more information)

ADA Access: \$1.65 per one-way trip

Lift Van: \$.40 per one-way trip or \$8 monthly Muni Lift Van Fast Pass

Taxis (sedans and ramp): Consumer pays metered fare with taxi scrip

METHOD OF PAYMENT

ADA Access: Pre-paid tickets or cash

Lift Van: Pre-paid Muni Fast Pass, tickets, or cash

Taxis (sedans and ramp): Prior to making trip, taxi scrip must be purchased from the Paratransit Broker either in person or by mail

PARATRANSIT SERVICE TO OTHER COUNTIES

- Alameda, Contra Costa, Napa, and Solano counties: East Bay Paratransit at (510) 555-8085
- Marin and Sonoma counties: Whistlestop Wheels at (800) 454-0964
- San Mateo and Santa Clara counties: This trip requires a transfer between San Francisco Paratransit and Redi-Wheels in San Mateo County. Schedule a trip with your local van or taxi provider and Redi-Wheels (650) 508-6241 and transfer at Daly City BART, Lakeshore Plaza Shopping Center, or Transbay Terminal, or anywhere within Redi-Wheels service area. For more information on how to use interagency services, you may call the San Francisco Paratransit Broker at (415) 351-7050.

San Mateo County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Phone (650) 726-9071
Fax (650) 726-7096
After Hours Voice Mail (650) 726-9071 ext 21

Coastside Opportunity Center San Mateo County

99 Avenue Alhambra • PO Box 1089 • El Granada, CA 94018

www.coastside.org

graydon@coastside.org

RESERVATION HOURS

Monday - Friday 8:00 a.m. - 5:00 p.m.

After hours ride request can be left on voice mail: (650) 726-9071 ext 21

HOURS OF SERVICE

Monday - Friday: 6:30 a.m. - 8:00 p.m.

Saturday & Sunday: 8:00 a.m. - 5:00 p.m.

SERVICE AREA

Departure: Passengers must reside on the mid- or south Coastside in towns of Montara, Moss Beach, El Granada, Half Moon Bay, San Gregorio, La Honda or Pescadero.

Destination: Passengers may request rides from their home on the Coastside to any destination within San Mateo County. Passengers may also request a ride from their home to a medical appointment in San Francisco.

FARE

\$2.00 per one-way trip or \$2.00 per stop

METHOD OF PAYMENT

Cash or passengers may purchase a book of tickets

Central Co. (650) 348-8112
North Co. (650) 871-8590
South Co. (650) 369-1797
West Co. See Coastside Opportunity Center
Fax (650) 508-7945
TDD (650) 508-6448

Redi-Wheels for San Mateo County Transit District (SamTrans)

1250 San Carlos Ave. • San Carlos, CA 94070

RESERVATION HOURS

Monday - Sunday: 8:30 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Sunday: 5:30 a.m. - 12:00 a.m.

SERVICE AREA

Bayside San Mateo County
For Coastside San Mateo County, see Coastside Opportunity Center (page 41)

OTHER DESTINATIONS

North Palo Alto and southern and eastern San Francisco

FARE

\$2.00 one-way

METHOD OF PAYMENT

Cash or pre-paid ticket

Santa Clara County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Registration and Info (408) 436-2865

Reservation (408) 436-4860

Dispatch (408) 436-6030

Fax (408) 437-9499

TDD (408) 436-0155

OUTREACH for Santa Clara Valley Transportation Authority (VTA)

97 E. Brokaw Rd. • Suite 200 • San Jose, CA 95112

www.outreach1.org

RESERVATION HOURS

Monday - Sunday: 8:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Sunday: 5:00 a.m. - 2:00 a.m.

SERVICE AREAS

Santa Clara County

OTHER DESTINATIONS

Fremont BART station

FARE

\$2.80 - \$5.60

METHOD OF PAYMENT

Prepaid system, call for details

Solano County

Interagency Service Note: To arrange a trip to another service area, call your local paratransit provider.

Phone (707) 748-0808
Fax (707) 747-8115
TDD (800) 735-2929

Benicia Dial-A-Ride for Benicia Transit

250 East L Street • Benicia, CA 94510
www.ci.benicia.ca.us

RESERVATION HOURS

Monday - Friday: 7:00 a.m. - 7:00 p.m.
Saturday: 9:00 a.m. - 7:00 p.m.
Sunday: 8:00 a.m. - 2:00 p.m.

HOURS OF SERVICE

Monday - Friday: 7:00 a.m. - 7:00 p.m.
Saturday: 9:00 a.m. - 7:00 p.m.
Sunday: 8:00 a.m. - 2:00 p.m.

SERVICE AREA

Cities of Benicia and Vallejo, Sun Valley Mall in Concord and the Pleasant Hill BART station

OTHER DESTINATIONS

None

FARE

Up to \$4.00 one-way

METHOD OF PAYMENT

Cash or pre-paid tickets

Registration (707) 428-7635
Reservations (707) 429-2400
Fax (707) 426-3298
TDD (800) 753-2929

Dial-A-Ride Transit (DART) for Fairfield-Suisun Transit

2000 Cadenasso Drive • Fairfield, CA 94533

RESERVATION HOURS

Monday - Friday: 8:00 a.m. - 5:00 p.m.
Saturday: 8:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 7:00 a.m. - 7:00 p.m.
Saturday: 8:00 a.m. - 5:00 p.m.

SERVICE AREA

Cities of Fairfield and Suisun City, Rio Vista and Dixon

OTHER DESTINATIONS

None

FARE

Varies by distance (\$1.50 - \$8.00)

METHOD OF PAYMENT

Cash or pre-paid tickets

Phone (707) 449-6000
Fax (707) 449-6005
TDD (800) 735-2929

Special Services for Vacaville City Coach

1001 Allison Drive • Vacaville, CA 95687

RESERVATION HOURS

Monday - Friday: 7:00 a.m. - 5:00 p.m.
Saturday: 9:30 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 7:00 a.m. - 6:30 p.m.
Saturday: 9:00 a.m. - 5:00 p.m.

SERVICE AREA

City of Vacaville

OTHER DESTINATIONS

For trips outside service area, see Solano Paratransit

FARE

\$1.25 one-way

METHOD OF PAYMENT

Cash or pre-paid ticket

Registration (707) 424-6075
Reservations (707) 429-2400
Fax (707) 424-6074
TDD (800) 753-2929

Solano Paratransit for Solano Transportation Authority

One Harbor Center, Suite 130 • Suisun City, CA 94585

RESERVATION HOURS

Monday - Friday: 7:00 a.m.- 5:00 p.m.
Saturday: 8:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 7:00 a.m. - 5:00 p.m.
Saturday: 8:00 a.m. - 5:00 p.m.

SERVICE AREA

Northern Solano County

OTHER DESTINATIONS

Service to southern Solano County

FARE

Varies by distance (\$2.00 - \$8.00)

METHOD OF PAYMENT

Cash or pre-paid tickets

Phone (707) 649-1999
Fax (707) 649-2066
TDD (707) 649-2075

Vallejo Run About

3215 Sonoma Blvd. • Vallejo, CA 94589

RESERVATION HOURS

Monday - Saturday: 7:00 a.m. - 5:30 p.m.

HOURS OF SERVICE

Monday - Saturday: 7:00 a.m. - 7:00 p.m.

SERVICE AREA

Local service within the city of Vallejo and to limited areas of the city of Benicia; service must originate in Vallejo. For local service within Benicia and service from Benicia to Vallejo, see Benicia Dial-a-Ride. Service also provided to all towns between Vallejo and Travis Air Force Base and to American Canyon in Napa County.

OTHER DESTINATIONS

Service to El Cerrito Del Norte BART station

FARE

\$1.50 one-way within 15 miles of Vallejo, \$2.00 one-way beyond 15 miles of Vallejo.

Fare from Fairfield to El Cerrito Del Norte BART Station \$4.00 one-way

METHOD OF PAYMENT

Cash or prepaid Run About ticket

Sonoma County

Interagency Service Note:Uo arrange a trip to another service area, call your local paratransit provider.

Phone (707) 765-8493
Fax (707) 765-8482
TDD (800) 735-2929

Petaluma People Services for Petaluma Transit

1500 A Petaluma Blvd. So. • Petaluma, CA 94952
www.petalumapeople.org

RESERVATION HOURS

Monday - Friday: 9:00 a.m. - 3:00 p.m.

HOURS OF SERVICE

Monday - Friday: 6:30 a.m. - 6:00 p.m.
Saturday: 10:00 a.m. - 4:30 p.m.

SERVICE AREAS

City of Petaluma

OTHER DESTINATIONS

None

FARE

\$1.60 one-way, \$3.20 roundtrip

METHOD OF PAYMENT

Cash or check

Phone (707) 573-3377
Fax (707) 579-2079
TDD (707) 573-3381

Sonoma County Paratransit Operated by Volunteer Wheels for Sonoma County Transit

153 Stony Circle, #100 • Santa Rosa, CA 95401

RESERVATION HOURS

Monday - Friday: 8:00 a.m. - 5:00 p.m.
Saturday & Sunday: 9:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 5:00 a.m. - 11:00 p.m.
Saturday & Sunday: 7:00 a.m. - 9:00 p.m.

SERVICE AREA

All cities and towns within Sonoma County except for Petaluma and Santa Rosa. Connections available to Lake and Mendocino Counties.

FARE

\$1.90 - \$4.40 one-way, varies by distance

METHOD OF PAYMENT

Cash or check

Phone (707) 573-3377
Fax (707) 579-2079
TDD (707) 573-3381

Volunteer Wheels for Santa Rosa CityBus

153 Stony Circle, #100 • Santa Rosa, CA 95401

www.volunteernow.org

nbenedetti-diehl@volunteernow.org

RESERVATION HOURS

Monday - Friday: 8:00 a.m. - 5:00 p.m.
Saturday & Sunday: 9:00 a.m. - 5:00 p.m.

HOURS OF SERVICE

Monday - Friday: 6:00 a.m. - 8:00 p.m.
Saturday: 6:00 a.m. - 8:00 p.m.
Sunday: 9:00 a.m. - 4:30 p.m.

SERVICE AREA

City of Santa Rosa

FARE

\$2.00 one-way

METHOD OF PAYMENT

Cash or check

Using Local Transit Services

Public transit operators now ensure that their systems comply with the provisions of the Americans with Disabilities Act (ADA), making them accessible and usable by many people with disabilities, including those with mobility and vision impairments. All agencies offer discount fares during off-peak hours ranging from 50 percent to 75 percent for senior citizens and people with disabilities. Contact your local transit operator for more information regarding the discounted fares.

The following is a partial list of services available; contact your local transit agency for full fare information and details.

AC Transit
(510) 477-0192
www.actransit.org

All AC Transit buses have passenger lifts or ramps, and two wheelchair securement locations. Most buses also have a kneeling feature that lowers the front steps to assist people with boarding the vehicle. Drivers will provide assistance for disabled passengers, and make stop announcements. Flash cards are available for passengers to display to the driver before boarding, indicating their need for a lift or kneeling.

Altamont Commuter Express
(800) 411-7245
www.acerail.com

ACE trains, stations, and platforms are accessible to individuals with disabilities. Special access platforms are available at each station. Each rail car features an accessible restroom for wheelchair use.

American Canyon Transit
(707) 648-7275

ACT offers wheelchair lift services. For travel to areas outside American Canyon, please call VINE Go at (707) 556-8221.

BART
(510) 465-2278, (415) 989-2278, (650) 992-2278
www.bart.gov

All BART trains and stations are accessible for seniors and persons with disabilities.

Benicia Transit
(707) 745-0815

All buses are wheelchair lift-equipped.

Blue & Gold Fleet
(415) 773-1188
www.blueandgoldfleet.com

All ferries are accessible by gangways and ramps for disabled persons. Ferries are accessible on the first deck only. (Boats are glass-enclosed for sightseeing and snack bar service is available.) Restrooms are accessible on newer boats only. Please ask for assistance.

Caltrain
(800) 660-4287
www.caltrain.com

At designated stations (currently San Francisco, Millbrae, San Mateo, Hillsdale, Redwood City, Menlo Park, Palo Alto, Mountain View, Sunnyvale, Santa Clara, San Jose Diridon, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, and Gilroy), wheelchair users board the second car from the north, marked with the blue international accessibility symbol. The platform boarding position is marked with the same symbol. Each train can accommodate two wheelchairs. Call Caltrain for its accessibility brochure or more information.

The Caltrain-San Francisco International Airport Shuttle is also wheelchair accessible.

Central Contra Costa Transit Authority (County Connection)
(925) 676-7500
www.cccta.gov

All County Connection buses are equipped with wheelchair lifts and securements to serve the needs of physically disabled passengers.

Eastern Contra Costa Transit Authority (Tri Delta Transit)
(925) 754-4040
www.trideltatransit.com

All Tri Delta Transit buses are wheelchair lift-equipped; however not all bus stops are safe for deployment of the lift. If you have a question about the accessibility of a particular stop, call Tri Delta Transit.

**Emery Go-Round
(510) 451-3862**

All Emery Go-Round buses are wheelchair-accessible. If you need special assistance or trip pre-planning, please call the Emery Go-Round at least 4 hours ahead of travel (preferably the day before).

**Fairfield-Suisun Transit
(707) 428-7635
www.ci.fairfield.ca.us/publicworks/**

All vehicles are equipped with a wheelchair lift and space for two wheelchairs.

**Golden Gate Transit
(415) 923-2000
www.goldengate.org**

Golden Gate Ferry service is accessible to passengers using wheelchairs. All GGT bus service is operated with lift-equipped buses. However, not all GGT bus stops are accessible to wheelchairs. Call the telephone information numbers listed on the index page to confirm if a specific stop is accessible.

Riders requiring special assistance are encouraged to arrange for a companion to travel with them. GGT provides training in boarding, exiting, and wheelchair securement procedures on GGT accessible buses. Please call Bus Safety and Training at 415-257-4444 to schedule an appointment at least two days in advance. For detailed information regarding GGT's accessible services request a copy of Welcome Aboard by calling the telephone numbers listed on the index page.

**Menlo Park Midday Shuttle
(650) 858-3363**

All vehicles are equipped with a wheelchair lift and space for two wheelchairs.

Petaluma Transit
(707) 778-4460

All routes are accessible to wheelchair passengers; riders who have difficulty climbing the step should ask the driver to “kneel” the bus to curb level for easier boarding.

SamTrans
(800) 660-4287
www.samtrans.com

All SamTrans buses are wheelchair accessible.

Santa Clara Valley Transportation Authority (VTA)
(408) 321-2300, (800) 894-9908
www.vta.org

All VTA fixed-route bus service is accessible, equipped with passenger lifts or ramps. All light rail stations have wayside passenger lifts at the front of the station platform. Passengers should wait near the lift.

Santa Rosa CityBus
(707) 543-3333

All buses in the CityBus fleet are wheelchair lift- or ramp-equipped. Each bus has a kneeling feature that brings the bottom step closer to the sidewalk or street. Simply ask your CityBus driver to kneel the bus. Bus drivers announce major bus stops (and other stops upon request) over the public address system. The Bus Buddy program offers personalized training for persons who seek help using fixed route services.

An accessibility brochure is available describing these features in more detail. Ask the bus driver or call Santa Rosa CityBus for a copy.

Sonoma County Transit
(707) 585-7516
www.sctransit.com

All Sonoma County Transit buses are wheelchair lift-equipped and can transport two wheelchairs at a time. If it is difficult for riders to negotiate the bus steps, most bus steps can be lowered to

street level or riders may use the wheelchair lift as a standee. Upon request, bus drivers are happy to provide assistance but are not allowed to physically lift passengers or wheelchairs.

Riders who are visually impaired, legally blind, hearing impaired or have a speech communication disability, may want a free kit used to signal the bus driver. This bus identification kit is pocket-sized and contains cards with large numbers on them to signal the driver. These cards are also available in Braille. Call Sonoma County Transit at 707-585-7516 and ask about the Bus Identification Kit.

Travel training is available through Sonoma County Transit to assist disabled riders to become familiar with using the bus system.

Tri Delta Transit
See Eastern Contra Costa Transit Authority
Union City Transit
(510) 471-1411
www.ci.union-city.ca.us/leisure/trans

All Union City Transit buses are wheelchair-accessible.

VINE
(800) 696-6443, (707) 255-7631
www.napavine.net

All VINE buses are equipped with wheelchair lifts and a “kneeling” feature, which brings the front step down to a street level for easier boarding. Most VINE buses can accommodate two wheelchairs.

Vacaville City Coach
(707) 449-6000
www.citycoach.com

All buses are equipped with a wheelchair lift.

Vallejo Baylink Ferry
(707) 643-3779
www.baylinkferry.com

Vallejo’s ferry vessel is accessible to wheelchairs and provides a wheelchair-accessible restroom. Deck hands will provide

assistance to frail, hearing-impaired and vision-impaired travelers, and any other passenger requiring assistance. Service animals are allowed onboard the ferry when accompanied by a person whose disability requires use of the animal.

Vallejo Transit
(707) 648-4666, (800) 640-2877
www.vallejotransit.com

All Vallejo Transit BartLink buses are accessible. On local routes, many runs have accessible service. No reservations are required to get transportation. Riders should call for more information on accessible schedules.

Western Contra Costa Transit Authority (WestCAT)
(510) 724-7993
www.westcat.org

All WestCAT buses are equipped with wheelchair lifts. Ninety percent of the buses kneel and those buses that do not kneel use the lift for any passengers needing assistance onto the bus. Drivers make stop announcements for all stops.

WHEELS (LAVTA)
(925) 455-7500
www.lavta.org

All WHEELS routes are served by accessible buses.

Yolobus
(530) 666-2877, (800) 371-2877
www.yolobus.com

All YCTD buses are wheelchair lift-equipped.

Yountville Shuttle
(707) 944-1234

All buses have wheelchair lifts.

Additional Resources

PARATRANSIT COORDINATING COUNCIL

Each local transit operator works closely with one of the Bay Area's nine Paratransit Coordinating Councils (PCCs) to incorporate consumer input into its services. Travelers who would like further information about paratransit and other services in their community or who would like to become involved with their local PCC, should contact the staff person listed by county below.

Alameda County

Tom Brightbill, Paratransit Coordinator
(510) 654-2738
Mary Rowlands, Program Manager
Services Review Advisory Committee
(510) 893-5949

Contra Costa County

Bill Liskamm, Paratransit Coordinator
(925) 939-9722

Marin County

John Loll, Transit Manager
Marin Country Transit District
(415) 499-6099

Napa County

Deborah Bunner, Transportation Planner
County of Napa
(707) 259-8778

San Francisco County

Annette Williams, Manager, Accessible Services
San Francisco Muni
(415) 923-6142

San Mateo County

Dana Pitus, Paratransit Coordinator
(650) 654-1442

Santa Clara County

David Ledwitz, Accessible Services
Santa Clara VTA
(408) 321-7034

Solano County

Robert Guerrero, Accessible Services
Solano Transportation Authority
(707) 423-6075

Sonoma County

Suzanne Wilford, Executive Director
Sonoma County Transportation Authority
(707) 565-5373

ELDERLY & DISABLED ADVISORY COMMITTEE

The MTC has established the Elderly and Disabled Advisory Committee (EDAC) to advise its commissioners on transportation legislation and services that affect older adults and persons with disabilities in the Bay Area. This committee includes representatives from both the elderly and disabled communities in each county and three at-large advisors.

DISABLED ADVISORS

Alameda

Hale Zukas
2801 Milvia Avenue
Berkeley, CA 94703
(510) 848-5215
(510) 251-4389 (work)
e-mail: hale@wid.org

San Francisco

Bruce Oka
241 16th Avenue
San Francisco, CA 94121
(415) 386-5549
Fax: (415) 543-2545
e-mail: bruce_oka@yahoo.com

Contra Costa Vacant

Marin

Craig Yates
1004 Los Gamos Road, Unit E
San Rafael, CA 94903
(415) 472-4846
e-mail: cty44@aol.com

Santa Clara

Barbara Rhodes
6396 Tamalpais Avenue
San Jose, CA 95120
(408) 268-2110
e-mail: brhodes@pacbell.net

Napa

Doug Weir
1724 Tainter Street
St. Helena, CA 94574
(707) 967-9636
e-mail: dougweir@marktwiz.net

Solano

Vacant

Sonoma

Jim Caddick
885 West Sexton Road
Sebastopol, CA 95472
(707) 823-5744
e-mail: jimmerc@juno.com

San Mateo

Noreen Donohue
875 Walnut, #401
Redwood City, CA 94603
(650) 367-7395

ELDERLY ADVISORS

Alameda

Charlie Betcher
2951 Derby Street, #332
Berkeley, CA 94705
(510) 548-5076
e-mail: cbetcher@earthlink.net

Contra Costa

Elinor Strauss
60 Belvedere Avenue
Richmond, CA 94801
(510) 235-0738
Fax: (510) 412-9978

Napa

George Blackstock
2965 Jefferson Street
Napa, CA 94558
(707) 224-4400

San Francisco

Virgil Herndon
810 Gonzalez Drive, Apt. #1C
San Francisco, CA 94132
(415) 585-9126
(415) 922-9495

Santa Clara

Steve Belkin
3431 Gila Drive
San Jose, CA 95148
(408) 274-1717
e-mail: sjsrcomish@aol.com

San Mateo

Miriam Gholikely
P.O. Box 1681
895 Lausanne Avenue
Daly City, CA 94014-1681
(650) 994-0162

Solano

Jim Simon
119 Goldenrod Court
Vacaville, CA 95687
(707) 451-1466 (Phone & Fax)

Sonoma

May E. Huddleston
27 West Napa Drive
Petaluma, CA 94954
(707) 763-2798
e-mail: mhudd1@juno.com

AT-LARGE ADVISORS

ABAG

Janet Abelson
7 Pomona Avenue
El Cerrito, CA 94530
(510) 525-7709
Fax: (510) 527-2071
e-mail: abeljanet@aol.com

BCDC

Bob Planthold
3400 16th Street, Suite 306
San Francisco, CA 94114
(415) 431-6453
Fax: (415) 703-0186
e-mail: political_bob@juno.com

PTCC

At-Large (Non-Voting)
Susan Sanderson
BART
800 Madison Street, LMA-4
Oakland, CA 94607
(510) 464-6184
ssander@bart.gov



METROPOLITAN TRANSPORTATION COMMISSION

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